Departmental Quarterly Performance Report

Department Name: General Services Administration

Reporting Period:
2004
First Quarter

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status	Check all that apply
County Mgr. Priority (Circle One): *People (Service) Technology Fiscal Responsibility* **Goal ED4:** Create a more business-friendly environment in Miami-Dade County **Outcome ED4-2:** Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County **Performance Measure:** Increase satisfaction of private elevator owners by reducing the number of days from receipt of payment & required information to issuance of Certificate of Operation **Target Levels:** FY03-04 = 90 Days **Status:** • It currently takes staff approximately 120 days to issue Certificates of Operation. Staff is in the process of reducing a substantial backlog of requests created by the State of Florida, which will help to reduce overall processing time in the future cycles. It is projected that, by the end of the next yearly cycle, scheduled to begin May, 2004, staff will meet the stated 90-day target. Various processes and procedures are under revision that will expedite the input of information into the data management system, and the processing and issuance of certificates. • The overall pace of inspections required for the issuance of certificates has been very good during recent quarters; however, the two existing elevator inspectors on staff are retiring within the next 60 to 120 days. The chief inspector is a working supervisor and remains on staff, and a new hire is expected to start shortly; however, there is likely to be a falloff in inspections, if the positions cannot be replaced in a timely manner.	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People (Service) Technology Fiscal Responsibility* **Goal ES1:** Enable County departments and their service partners to deliver quality customer service **Outcome ES1-4:** Satisfied customers **Performance Measure:** % of customers stating they are satisfied with service in our parking facilities **Target Levels:** FY03-04 = 65% **Status:** • Customer Service survey in development stage; will be sent to OPI for review before distribution **Performance Measure:** Minimum employee and retiree survey satisfaction % with the quality of services received from the Benefits Administration Unit staff of Risk Management, GSA. **Target Levels:** FY03-04 = 75% **Status:** • Surveys were designed during the end of the first quarter. Data will be available by the end of the second quarter.	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*

County Mgr. Priority (Circle One): *People* (*Service*) *Technology Fiscal Responsibility* **Goal ES2:** Enhance community access to reliable information regarding services and County government issues. **Outcome ES2-2:** Responsive communications services (printing) for other County departments **Performance Measure:** Reduce turn-around-time for medium sized jobs in the County Copy Center. **Target Levels:** Prior FY02-03 = 3 Days FY03-04 = 2½ Days **Status:** • At the conclusion of the first quarter, there has been no recognizable reduction in turn-around time for medium sized jobs in the Copy Center. • The bindery work flow analysis has been postponed due to seasonal lack of work. • Additional document scanning capability is currently being considered. • Employee training and marketing efforts will continue.	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* **(Describe)**
County Mgr. Priority (Circle One): *People Service Technology* (*Fiscal Responsibility*) **Goal ES3: –** Ensure the timely acquisition of "best value" goods and services while maintaining integrity and inclusion **Outcome ES-3-1:** Streamlined and responsive procurement process **Performance Measure:** % decrease in vendor orders **Target Levels:** Prior FY02-03 = 960 Vendor Orders FY03-04 = 5% **Status:** • At the conclusion of the first quarter there has been no change in vendor orders as the new fiscal year resulted in an increase of customer ordering activity. • During the beginning of the new fiscal year, departmental budgets which had been exhausted in September, purchase larger quantities of office supplies as demand was pent up. • The first quarter, on an annual basis, showed no decrease. • Continued fine tuning the vendor purchases during the second quarter should result in a reduction as departmental demand will stabilize.	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People Service* (*Technology*) *Fiscal Responsibility* **Goal ES4: –** Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange **Outcome ES-4-3:** Responsive service deployment and resolution of technology problems **Performance Measure:** Reduced response time for Customer Incident (GSA Employees) Troubleshooting and system downtime **Target Levels:** Prior FY02-03 = 48 hours FY03-04 = 36 hours **Status:** • Software already purchased and installed • Working on uniform procedures for request processing • Staff is being trained as the monitoring process progresses • Replacing deficient PCs to minimize user downtime	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*

County Mgr. Priority (Circle One):   People   (Service)   Technology   (Fiscal Responsibility)

Goal ES6: – Plan, Construct and maintain well-designed County facilities in time to meet the needs of Miami-Dade County

Outcome ES-6-1: Safe, convenient and accessible facilities planned and built ready to meet needs

Performance Measure: Reduce time required to complete estimates

Target Levels: Prior FY02-03 = 30 Days   FY03-04 = 25 Days
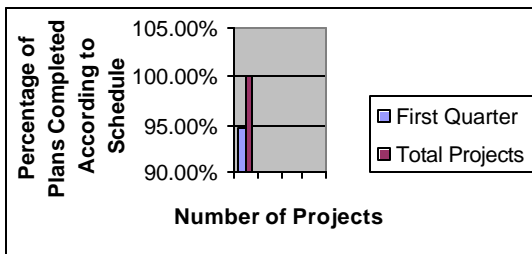
Status:
- Staff inadvertently collected the wrong data. The error has been corrected and subsequent reports will measure the number of days versus the number completed on time.

Performance Measure: Percentage of Plans completed according to schedule

Target Levels: Prior FY02-03 = 68%   FY03-04 = 70%

Status:
- Eighteen out of nineteen sets of plans requested during this time period were completed on time.

Performance Measure: Percentage of in-house Construction Projects completed on time in accordance with original schedule

Target Levels: Prior FY02-03 = 66%   FY03-04 = 68%

Status:
- There were 87 projects (or elements of projects) completed out of 92 reported elements. The five (5) elements were due to: an architect on vacation (unavailable to sign), a change order in process, 2 pending submissions from vendors and 1 project awaiting agency approval.
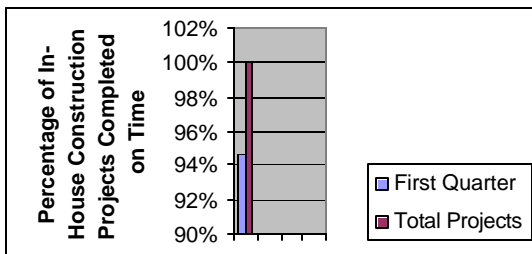
_x_ Strategic Plan
_x_ Business Plan
__ Budgeted Priorities
__ Customer Service
__ Workforce Dev.
__ ECC Project
__ Audit Response
__ Other_____
(Describe)

Performance Measure: Purchase as many properties as possible at prices less than the market value of the property, thereby reducing land acquisition expenditures

Target Levels: Prior FY02-03 = 80%   FY03-04 = 80%

Status:
- Several contracts were negotiated during this reporting period, however, there were no closings.
- A request has been submitted to the department's Management Information Systems (MIS) Section to design a new screen for the real estate acquisitions database, which will facilitate project management and tracking. This screen should be completed by the next quarter.

Performance Measure: Improve customer satisfaction with the security of County facilities by increasing the number of contract security post inspections that are performed monthly by GSA Security Supervisors

Target Levels: FY03-04 = Establish Baseline

Status:
- During this review period, staff began to track Security Supervisors' post inspection routes for evaluative purposes.
- The development of reporting systems to track and review site inspection data is in progress.
- Hiring 2 additional security supervisors to better distribute the workload.

Performance Measure: Enhance customer satisfaction with both the capacity and reliability of on-site emergency power generators by increasing the number of generator sites tested annually with external battery load banks

Target Levels: FY03-04 = 15 sites

Status:
- The Generator Team's Load Bank has been overhauled; a new battery has been installed; the braking and towing gear has been readied for towing; and the unit's connection wires, connectors and electrical components have been checked and readied for use.
- A testing schedule has been established for the first units to be tested (Carol City Police and Fire Stations). Next in line is the Data Processing Center.
- Staff is in the process of coordinating with Facility/Building Managers for scheduling other generators according to available connections/time on site.

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County Mgr. Priority (Circle One): *People* (*Service*) *Technology* *Fiscal Responsibility* **Goal ES6: –** Plan, Construct and maintain well-designed County facilities in time to meet the needs of Miami-Dade County **Outcome ES-6-3:** Worker-friendly and worker-functional facilities **Performance Measure:** Enhance employee and visitor safety in GSA facilities by increasing the percentage of facility staff required to complete periodic programs of elevator emergency response training, testing and drilling **Target Levels:** FY03-04 = 50% building staff trained **Status:** • The program is currently under development, and will be ready for review and potential implementation by the third quarter. **Performance Measure:** Maintain high customer satisfaction with GSA leasing services by physically inspecting leaseholds prior to lease renewal in order to identify problems with leased premises **Target Levels:** FY03-04 = 10% **Status:** • The primary approach selected this fiscal year for maintaining or increasing customer satisfaction with leasing services is the physical inspection of leased locations prior to exercising renewal options. Previously, no sites were routinely inspected prior to renewal; during this quarter, staff physically inspected 7 of 21, or 30% of, leased sites for compliance with lease terms prior to renewing the lease. This is well over the internal goal of 10% set by staff. • The leasing database was updated to incorporate the dates of site inspections on lease renewals.	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People* (*Service*) *Technology* *Fiscal Responsibility* **Goal ES6: –** Plan, Construct and maintain well-designed County facilities in time to meet the needs of Miami-Dade County **Outcome ES-6-4:** Well-maintained facilities **Performance Measure:** Improve customer satisfaction rating for repair and maintenance services **Target Levels:** Prior FY02-03 = 55% FY03-04 = 58% **Status:** • Performed internal study of present departmental preventive maintenance (PM) system against those of Building Owners and Managers International (BOMA), the recognized industry standard. This enabled staff to compare existing personnel levels against industry standards. • During the last budget cycle, funding was approved for the creation of a departmental PM Team. With the data collected during the prior period, staff expects to establish the positions for the team, and to recruit, interview and hire Team personnel.	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*

- Implementation of the PM Team is not likely to occur before the third quarter.
- Awaiting funding and implementation of the new countywide system that will encompass service tickets, PMs and other repair type requests.
- In addition to the PM Team, staffing levels were studied and identified for the creation of a divisional Maintenance & Repair Team (MRT), the funding for which also was approved in concept during the last budget cycle.
- Three maintenance training sessions were held during the period, providing the equivalent of 228 man-hours of training. Classes were as follows: HVAC Operations and Maintenance (in-house), 3 hours, attendance – 28; Fundamentals of Plumbing (in-house), 3 hours, attendance – 22; Fundamentals of Electricity/HVAC Controls (in-house), 3 hours, attendance -26.

Performance Measure: Improve customer satisfaction with facility security by reducing service call response times by Alarm Technicians:

Target Levels for Priority Calls: FY03-04 = 1 day

Status:
- Alarm Unit Supervisor and Techs have been provided with Nextel units (combined cell phone and radio), to improve communication with each other and clients.
- Service calls are being grouped by geographic area as much as possible to improve response time.
- Response times are not yet being tracked; however, a service request tracking and dispatch system is under development.

Target Levels for Routine Calls: FY03-04 = 4 day

Status:
- Alarm Unit Supervisor and Techs have been provided with Nextel units (combined cell phone and radio), to improve communication with each other and clients.
- Service calls are being grouped by geographic area as much as possible to improve response time.

Response times are not yet being tracked; however, a service request tracking and dispatch system is under development.

County Mgr. Priority (Circle One): People (Service) Technology (Fiscal Responsibility)

Goal ES7: – Provide quality, sufficient and well maintained County vehicles to County Departments

Outcome ES-7-1: Safe and reliable vehicles ready to meet needs

Performance Measure: Reduce heavy equipment brake repairs cost from FY 2003
Target Levels: FY03-04 = 10% reduction of brake repair costs   FY04-05 = 5%
Status:
- The standardization of heavy equipment repair jobs at Shop 3Main will be implemented upon hiring additional shop mechanics and transfers from satellite shops.
- Still testing and evaluating different brake extension products for SWM heavy equipment to determine cost/benefit analysis

Performance Measure: Reduce customer costs
Target Levels: FY03-04 = 10% reduction in dollar amount spent on commercial repair expenses
      FY04-05 = 5% reduction in dollar amount spent on commercial repair expenses

_x_ *Strategic Plan*
_x_ *Business Plan*
__ *Budgeted Priorities*
__ *Customer Service*
__ *Workforce Dev.*
__ *ECC Project*
__ *Audit Response*
__ *Other_____*
      (Describe)

Status:
- Shop 1 and Headquarters shops are getting the area ready for the delivery and installation of the new alignment machines.
- The bidding process is not complete yet and the contract is expected to be awarded to a vendor and the installation started by mid March.
- Training is planned for 6 mechanics initially.

Performance Measure: Reduce the time required to obtain fuel by users
Target Levels: FY03-04 = Increase fuel system efficiency by 20%
                FY04-05 = Increase fuel system efficiency by 20%
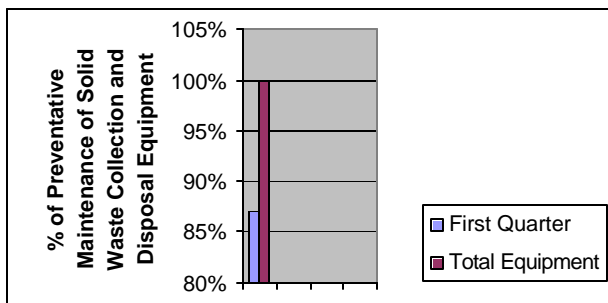
Status:
- 4 of the 32 fuel sites have been converted from analog to digital telephone lines.
- One VIT cardless fueling system terminal has been installed at MDPD Station 6.
- 30 VIT transmitters have been installed in the new Prius Hybrid vehicles.

Performance Measure: % of the preventive maintenance of Solid Waste collection and disposal equipment performed within the predetermined interval.
Target Levels: FY03-04 = 85%   FY04-05 = 90%

Status:
- 87% of the scheduled Solid Waste Management heavy truck preventative maintenance (PMs) were completed on time.
- The PM reporting system for heavy trucks is being refined in the new data mart computer system. Once this is complete, training will be provided to each supervisor on how to access the report.
- Penalty fee is being applied to vehicles brought in late for PMs and departments are being notified of all operator abuse incidents (to include late PMs).

Performance Measure: % of the preventive maintenance to Miami Dade Police Department light equipment vehicles performed within the predetermined interval
**Target Levels:**   Prior FY02-03 = 97%   FY03-04 = 98%

Status:
- 98% of the scheduled Miami Dade Police Department PMs were completed on time. Graph is presented below.
- Fuel card deactivation through the central fuel computer downtown is being done for those vehicles that the shops identify are overdue on their PM.
- PM appointment program is in effect for those customers that request this service.
- Analysis of loaner and pool vehicle availability at the shops is underway to ensure adequacy and correct mix of vehicle types to meet customer needs.

% of Weekly PMs Performed at Scheduled Intervals for MDPD Vehicles
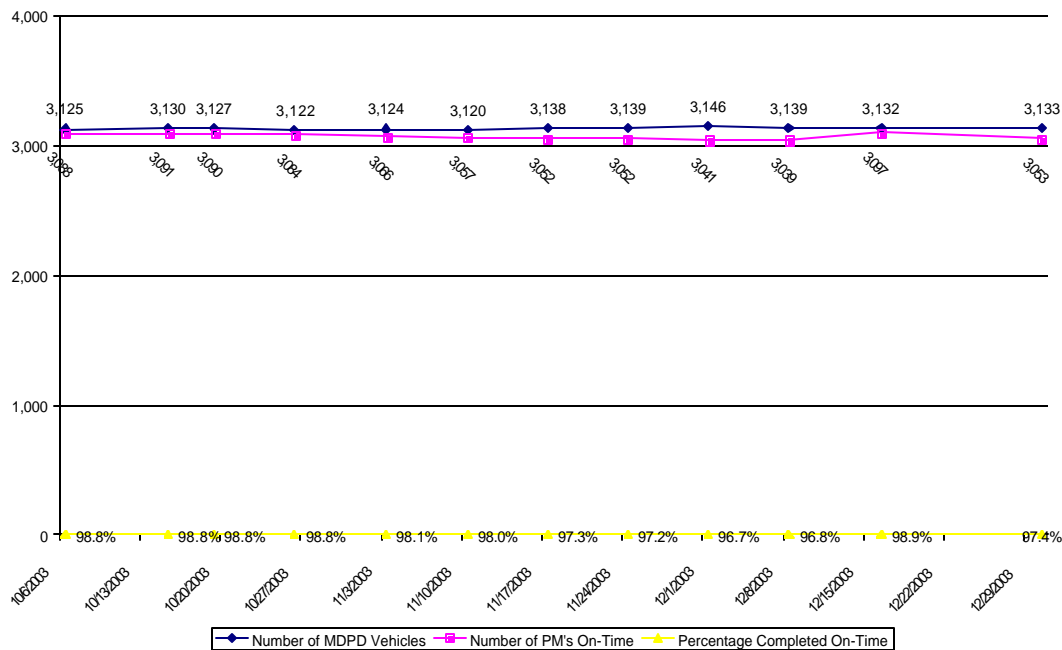
County Mgr. Priority (Circle One): *People* (*Service*) *Technology   Fiscal Responsibility*

Goal ES7: – Provide quality, sufficient and well maintained County vehicles to County Departments
Outcome ES-7-2: Worker-friendly and functional vehicles
Outcome ES7-3: Cost-effective vehicles

Performance Measure: Increase interaction with user departments
Target Levels: Prior FY02-03 = Met with 80% of users   FY03-04 = Meet with 85%

Status:
- Meetings have not yet begun this FY due to internal shortage of support staff. Presently meetings are anticipated to commence the week of January 19th, 2004.
- The designing and engineering of heavy equipment for user agencies to include dump trucks, trash cranes, crane dumps and automated loaders is on schedule.
- The selection of options for light equipment to meet customer needs is on schedule and will begin upon the implementation of the 2004 model year vehicle acquisition contracts.

_x_ *Strategic Plan*
_x_ *Business Plan*
__ *Budgeted Priorities*
__ *Customer Service*
__ *ECC Project*
__ *Workforce Dev.*
__ *Audit Response*
__ *Other_____*
          (Describe)

County Mgr. Priority (Circle One): *People* (*Service*) *Technology   Fiscal Responsibility*

Goal ES7: – Provide quality, sufficient and well maintained County vehicles to County Departments

_x_ *Strategic Plan*
_x_ *Business Plan*
__ *Budgeted Priorities*
__ *Customer Service*
__ *ECC Project*
__ *Workforce Dev.*

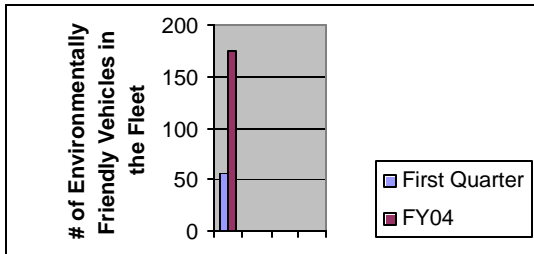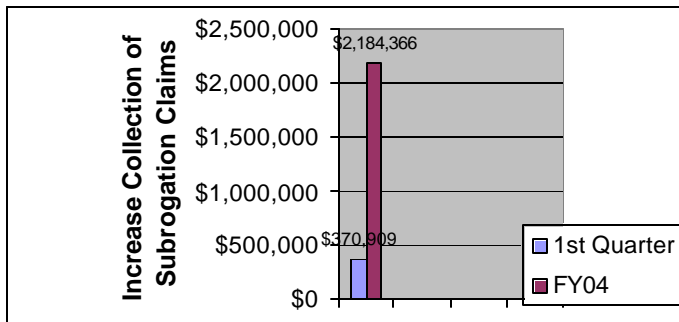|	
Outcome ES7-3: Cost-effective vehicles **Outcome ES7-4:** Fuel-efficient/environmentally-friendly vehicles **Performance Measure:** # of environmentally friendly vehicles in fleet **Target Levels:** Prior FY02-03 = 6 FY03-04 = 175 **Status:** • Currently have 56 hybrid units in the fleet and 150 (2004 model year) units are in the order processing phase of which 100 are Toyota sedans and 50 are GM pickups. • Successfully bid and recommended award of 2004 model year vehicle contracts. 	__ Audit Response __ Other_____ *(Describe)*
County Mgr. Priority (Circle One): *People Service Technology (Fiscal Responsibility)* **Goal ES8: –** Ensure the financial viability of the County through sound financial management practices **Outcome ES8-1:** Sound asset management and financial investment strategies **Performance Measure:** Increase collection of subrogation claims **Target Levels:** Prior FY02-03 = $2,141,535.31 FY03-04 = 2% over FY02/03 	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People (Service) Technology Fiscal Responsibility* **Review All Parking Operations:** Review parking operations and prepare a report on marketing and revenue initiatives. Implementing the following recommendations: - preparing to do signage at the 140 West Flagler garage; Cultural Center signage done - evaluating the feasibility of parking software upgrade or replacement - preparing for the implementation of discount rooftop parking - minor booth enhancements in the planning stage	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* _x_ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*

- received quotes from vendors for security systems at the Graham Building parking lot	
Revenues from coupon sales have leveled off. Working with the County Attorney's Office on the refund of the City of Miami Surcharge to patrons; draft agreement sent to the City of Miami for approval and for submission to the Court for final approval.	
County Mgr. Priority (Circle One): *People Service Technology (Fiscal Responsibility)* **Leasehold Analysis and Space Measurement Services***:* Review of County managed leases to identify opportunities for savings relative to space measurement, common area maintenance, operating expenses, and other leasing issues. Based on the results of the 20 spaces that were measured, staff concluded that there were not significant discrepancies in the square footages in the existing leases and the measurements of the consultant. Therefore, it is staff's opinion that it is not cost or time effective to utilize this service on a regular basis when negotiating leases. No further action has occurred since the last quarter.	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *__ Workforce Dev.* *_x_ ECC Project* *__ Audit Response* *__ Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People Service Technology (Fiscal Responsibility)* **Subrogation Recoveries:** Use of outside counsel to pursue subrogation recoveries above threshold/use of small claims court. Outside counsel: Claims value of cases assigned since October 2003 = $6,451. Anticipated recoveries since October 2003 = $5,040. Anticipated recoveries can only be estimated because those monies cannot be recovered until final judgment is received from the court of jurisdiction. After the final judgment is received, staff must wait for the individuals to start making the payments. Small claims: Claims value of cases pursued through small claims since October 2003 = $56,692. Anticipated recoveries since October 2003 = $40,547. It should be noted that in many cases, recoveries are received in the form of time payments and full value of recovery will be reflected over time.	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *__ Workforce Dev.* *_x_ ECC Project* *__ Audit Response* *__ Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People Service Technology (Fiscal Responsibility)* **Return to Work**: Implementation of Return to Work Program Our last attempt to recruit was unsuccessful; we did not have any qualified applicants. We are currently recruiting for this position.	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *__ Workforce Dev.* *_x_ ECC Project* *__ Audit Response* *__ Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People Service (Technology)Fiscal Responsibility* **Veeder-Root Fuel Inventory System:** Install the Veeder-Root automated fuel storage tank inventory control and reconciliation system at 29 County fuel sites. All 29 fuel sites have Veeder-Root Fuel Inventory System installed but one site still requires the installation of a telephone line for automated downloading of fuel inventory information.	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *__ Workforce Dev.* *_x_ ECC Project* *__ Audit Response* *__ Other_____* *(Describe)*

County Mgr. Priority (Circle One): *People Service Technology (Fiscal Responsibility)* **Contaminated Oil Filtration System:** Install specialized oil filtration technology on heavy equipment to reduce the frequency and cost of oil changes. During this quarter, three new SWM tractors were received with Puradyn equipment already installed. Currently, the departmental breakdown of the trucks retrofitted at our shops with the Puradyn system is: 75 Fire Department, 508 Solid Waste, and 10 MDTA. GSA will continue installations based on the type, age, and use of the equipment and will explore the implementation of Puradyn on trucks assigned to other departments.	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *__ Workforce Dev.* *_x_ ECC Project* *__ Audit Response* *__ Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People Service Technology (Fiscal Responsibility)* **Energy Performance Contracting:** Implementation of Energy and Water Saving Measures for County Facilities • Projects continue at two wastewater treatment plants, the TGK Correctional facility, the Police Department Headquarters Building, 10 Libraries, and 11 GSA-managed buildings. • A project at the Fire Rescue Department Headquarters has been completed satisfactorily. • Energy and water conservation projects will start during the next quarter for 30 fire stations, three GSA buildings, a jail, and two buildings at the Miami International Airport. • Recommendations are being reviewed for retrofits at district police stations and the Police Training Bureau. • Energy and water conservation audits are underway for Park and Recreation facilities, Miami International Airport, and three additional GSA buildings. **Savings for the Quarter:** $517, 000 **FY 2003-04 Savings:** $517,000	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *__ Workforce Dev.* *_x_ ECC Project* *__ Audit Response* *__ Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People Service Technology (Fiscal Responsibility)* **Divest of Surplus Lands :** Review the inventory of County-owned surplus lands and divest these properties where practicable. • During this quarter the Board of County Commissioners approved the sale of approximately 38 properties, 26 for Infill Housing and 12 for unrestricted use. Closing has occurred on four of those properties. • Staff anticipated the submission of 132 properties to the Board during the past quarter to be declared surplus and authorized for sale. This action was delayed, however, with the Board's recent action approving a resolution that requires residentially zoned County property intended for sale to be submitted to the Miami-Dade Housing Agency to determine whether it was suitable for affordable housing. MDHA is in the process of reviewing these 132 properties. Once MDHA completes its review, any properties released for sale will be forwarded to the Board.	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *__ Workforce Dev.* *_x_ ECC Project* *__ Audit Response* *__ Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People (Service) Technology Fiscal Responsibility* • Materials: Marketing of goods and services to all County Departments and to the municipalities within Miami Dade County.	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *_x_ Customer Service* *__ Workforce Dev.* *__ ECC Project* *__ Audit Response* *__ Other_____* *(Describe)*
County Mgr. Priority (Circle One): *People (Service) Technology Fiscal Responsibility* • Materials –	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service*

- o All employees receive monthly safety briefing. - o On going training of Graphic Designers - Risk – Training received on the following topics: - o Supervisory Certification Program - o Employee Orientation - o New Payroll System - o Monthly Safety Talks - o Medicare Set Aside (CEU's) - o Claims Suite - o Business Writing - o Business Communication - o Catastrophic Claims - o Hepatitis Update - o Professional Secretary Certification - o New PIP Law - o Accurint - o Disaster Preparedness (CEU's) - o Advanced MRI (CEU's) - o Field Assignment Training - o Recorded Statements Training - o Scene Photo & Diagrams Training - o ISO Software Training - CMRS – - o Auto CAD 2004 Training - o ADA Conference - o Computer Photo Training – Cinema software - o Continuity of Operations Training - o Procurement Ethics Training - o CICC Consultant Evaluation System - o Continuing Education classes – Designing for Electronic Infrastructure - o Continuing Education classes – AIA continuing education program - o NIGP 2003 Product and Services Exposition - o Indoor Air Quality Seminar - o County Supervisory Certification Program - Fleet Management – - o Eighteen employees attended Ethics Training - o Four employees attended Ford New Vehicle Training - o Two employees attended a Bluebird bus class - o Two employees attended a four day N.A.B.I. Optare (mini-bus) orientation - FUMD – - o County Supervisory Certification courses are currently being attended by staff. - o Certified Professional Secretaries courses are currently being attended by staff. - o Maintenance Personnel staff attended In-Service Training in the areas of: • HVAC Operations and Maintenance Controls • Fundamentals of Plumbing Systems. • Sanitation and Pest Control.	*_x_ Workforce Dev.* *__ ECC Project* *__ Audit Response* *__ Other_____* *(Describe)*
County Mgr. Priority (Circle One): (People) Service Technology Fiscal Responsibility - Risk – - o Customer Service & Communication - Administration-	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *_x_ Workforce Dev.* *__ ECC Project*

- Business writing training - Safety training - Dealing with Difficult Employees - Time Management - DPR training - Performance Evaluation training - Elections Training - Management Performance Evaluation training	__ *Audit Response* __ *Other_____* *(Describe)*

PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
NUMBER OF FULL-TIME POSITIONS*			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	698	772	703	69						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies
Administration: Building Plans Processor (ADA)

Materials: 2-Office Supply Specialist
                 1-Secretary
                 1-Mail Center Clerk
                 1-Surplus Property Clerk

Risk: 1 – Claims Representative 1
             1 – Group Insurance Representative
             1 – Liability Claims Investigator
             1 – Liability Legal Claims Investigator
             1 – Liability Claims Manager
             1 – Return to Work Coordinator
             1 – Clerk 2
             1 – Safety Specialist 2 (GSA Abatement Coordinator)

CMRS: 2 - Construction Manager 2
             1 - Construction and Renovation Supervisor 2
             1 - Plumber
             1 - Refrigeration/AC Mechanics
             2 - Electricians
             1 - Maintenance Mechanic

Fleet:
- 3 - Heavy Equipment Technicians
- 3 – Heavy Truck Tire Repairers
- 1 - Fleet Administrative Supervisor
- 1 – Fleet Management Facility Supervisor
- 1 – FM Assistant Facility Supervisor
- 1 - GSA Manager Equipment Services
- 1 – Light Equipment Technician
- 1 - Secretary

FUMD:
- 1 - Physical Plant Manager
- 1 - Security Alarm Technician
- 3 – Maintenance Mechanic
- 1- Maintenance Repairer
- 2 - Real Estate Officers (1 acquisitions / 1 land sales)
- 2 - Security Supervisors
- 2-Building Manager
- 1- Building Maintenance Supervisor
- 1-Administrative Secretary
- 1-Secretary
- 1-Elevator Contract Inspector
- 1-Elevator Inspector
- 1-Power System Technician
- 1-GSA Asset Management & Development Specialist
- 1-Console Security Specialist
- 1-Semi-Skilled Laborer
- 1-Building Management Assistant 1
- 1-Building Management Assistant 2
- 1-Utilities Superintendent
- 1-Office Support Specialist

C. *Turnover Issues*

None

D. *Skill/Hiring Issues*

Risk: Specialized experience required in Workers' Compensation and Liability. Pool of qualified applicants is often small.

CMRS: It continues to be difficult to recruit qualified Construction Manager 2 staff due to issues with salary constraints. It has also been very difficult to hire qualified Refrigeration/AC mechanics and Electricians; this too is due to salary issues. All have been re-advertised for new lists.

Fleet: The expeditious hiring of vacant Heavy Equipment Technicians and Facility Supervisors is critical in reducing the excessive repairs backlog and overtime at the shops. The compensation study for all Fleet mechanic classifications was finalized and pay increases, to

include supplemental pay for attainment of ASE certifications, were approved. It is expected that the new, competitive mechanic pay level will attract a larger number of skilled mechanics which will improve both the hiring and retention of qualified mechanics.

FUMD: The following vacant positions have been a major challenge in hiring qualified individuals with the skills, knowledge, and abilities required for these positions due to the nominal starting salaries: Security Alarm Technician. A more competitive salary would encourage more qualified people to apply, thereby creating a larger applicant pool.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

Administration: Parking has filled the 2 part-time positions that allow us maximum flexibility with reduced overtime. Accounting will need a temp (for about two months) to transfer some data to a database that is being created.

Materials: Four part time positions: one filled, three vacant. Six temps (one temp in the Copy Center assisting 20 to 30 hours per week in the bindery operation, one temp on the moving crew assisting with critical moves. one temp in office supplies assisting with special orders, two temps in the office supply warehouse office due to vacancies and a long term sick leave, and one temp graphic designer – considered as long term and providing employee training).

Risk: One seasonal/long term employee due to an employee being on maternity leave.

CMRS: - **8 Electrician** - assisting the licensed journeyman with their daily tasks.
- **3 Refrigeration/AC Mechanics** - assisting the licensed journeyman with their daily tasks.
- **7 Carpenters** - assisting the licensed journeyman with their daily tasks.
- **2 Clerk 3s** - located at the Shops to monitor invoices, establish a proper procurement filing system, compile the roofing documents and roof maintenance program and to aid the Secretary in assisting the 80 staff members stationed at that location.
- **2 Architectural Drafters** - to assist drawing at Elections/311 and TGK.
- **Roofing System Project Manager -** also exists in the Project Management area, responsible for all roofing repairs, compiling bids and roof maintenance agreements.

As a general rule, temps are utilized in order to provide flexibility with fluctuating work loads.

Fleet: Fleet has one part-time County employee, a Semi-Skilled Laborer, and four temporary, contracted employees (two technical performing tire repairs and two clerical performing secretarial and data entry).

FUMD: With the exception of the maintenance supervisor at the North Dade Justice Center and the plumber at the Graham Building, all temporary

agency personnel are interim positions, necessary in order to maintain critical functions performed by currently unfilled approved, budgeted positions. All are either under recruitment, or approved for recruitment. Temporary agency personnel are expected to be released upon the filling of these positions, projected to occur between April and July, 2004.

Current temporary agency positions include one part-time console security specialist, one building service ticket data entry clerk, one maintenance supervisor, three maintenance mechanics, one maintenance repairman, one plumber, two administrator/secretary positions, and one building manager.

F. Other Issues

The need to determine and identify adequate funding and acquire a location for the Trades Shop facility is still a pending issue. Bridge construction is due to start May 05 and the State wants access to the property for demolition by November/December 04.

FINANCIAL SUMMARY

(All Dollars in Thousands)

| | PRIOR YEAR Actual | Total Annual Budget | CURRENT FISCAL YEAR | | | | | |
| | | | First Quarter | | Year-to-date | | | |
			Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues								
Carryover	7,249	639	160	12,133	160	12,133	11,973	1898%
Proprietary	3,614	3,798	949	762	949	762	-187	20%
Vehicle Charges	25,804	25,011	6,253	6,706	6,253	6,706	453	27%
Int. Svc. Charges	124,621	122,357	30,589	21,558	30,589	21,558	-9,031	18%
GF Subsidy	17,860	16,661	4,165	0	4,165	0	-4,165	0%
Total	179,148	168,466	42,116	41,159	42,116	41,159	-957	24%
Expense*								
Personnel	44,149	46,986	11,746	12,729	11,746	12,729	-983	27%
Other Operating	98,297	100,885	25,221	25,068	25,221	25,068	153	25%
Capital	23,694	20,595	5,149	978	5,149	978	4,171	51%
Total	166,140	168,466	42,116	38,775	42,116	38,775	3,341	23%

Equity in pooled cash (for proprietary funds only)

Departmental Quarterly Performance Report
Department Name: General Services Administration
Reporting Period: 2004 First Quarter

	Prior FY 02-03 Beginning Year Actual	Prior FY 02-03 Year-end Actual (Est.)	Current FY 03-04 First Quarter
GSA - Administration	1,153	1,046	657
GSA - Fleet Management	7,230	6,873	12,326
GSA - Materials Management	236	684	102
GSA - Risk Management	414	326	-1,878
GSA - Facilities Management	1,332	1,212	-4,943
GSA - Construction Management & Renovation Services	1,799	4,198	2,446
ADA	225	1,678	1,559
TOTAL	12,389	16,017	10,269

Comments:

a. Actual carryover is recorded as having been 'received' in the first quarter. Carryover includes about $5.5M for encumbered vehicle replacements, $1.65M in ADA funds and $1.3M earmarked for Fleet Management's Facility Replacement. Budgeted carryover is split among quarters to reflect equal quarterly budgets.

b. Equity in cash positions (deficits) reflect the fact that many of our revenues are not received until the end of the year.

c. The percent of annual budget was calculated as the year-to-date actuals as a percentage of the annual budget.

d. Numbers include ADA.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

a. GSA is currently working with the OSMB to develop a new funding model for FUMD, which will certainly impact Fiscal Year 04-05, but which may have some consequences for the current fiscal year. Budgetary conditions which arose during prior years, e.g. security contract increases and contract increases due to the imposition of the Living Wage, but were not satisfactorily resolved (from a budgetary standpoint), may create recurring deficit problems during the current year.

b. The 5.25 % attrition on GSA has had a negative impact on operations. GSA's inability to fill certain positions has given rise to increased overtime costs as it responds to customer service requests.

c. The transfer of Transit's minibus maintenance from Fleet Management to Penske, the awarded vendor, is projected to occur sometime between June and December of 2004. Penske was issued the notice to proceed in January and is currently setting up the facility. Approximately 50% of the workload (which equates to 4 full-time mechanics) at our Truck Shop is dedicated to minibus maintenance. It is projected that the increasing heavy equipment workload from both Public Works and Solid Waste will allow for the absorption of these positions.

d. The subsidizing of other County operations by Fleet Management is a direct threat to the existence of the division, and this practice directly impacts Fleet's ability to maintain acceptable charges to its customers. Inflated charges will be used as a justification by other County departments to obtain vehicle maintenance services elsewhere. Currently Solid Waste Management and Water and Sewer are reviewing this possibility.

e. The OSBM mandated transfer of an additional $2.4M to COR occurred during the 1st quarter of 2003 and represents a total transfer of $4.5M from the Vehicle Replacement Trust fund this fiscal year. This was possible through a one-time reduction in the purchase of new model year 2004 vehicles earmarked for replacement.

f. Received the second of three payments to repay the $3M (OSBM mandated) loan from Fleet to MDPD from the Vehicle Replacement Program and applied it to the 03/04 fiscal year. One more payment of $1M is due by MDPD next fiscal year to pay off the remaining balance.

g. Continuing to work with the Enterprise Technology Service Department towards creation of web enrollment for employee benefits.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____   Date_____
Signature
Department Director